

INSTRUCTIONS TO OFFERORS

Date

To: CIO-SP3 Qualified Offerors

From: US Technology Agency

Subject: Request for Proposal (RFP) – Project No. 12345, IT Enterprise-Wide Systems Support

The Agency is issuing this competitive solicitation under the NITAAC CIO-SP3 GWAC program to qualified contract holders for the purpose of entering into a Task Order under the CIO-SP3 GWAC. The Agency will conduct this acquisition using Subpart 16.505 under the Federal Acquisition Regulation. This requirement is for the **US Technology Agency**. If you are interested in this acquisition, you may participate by submitting your response in accordance with the following instructions.

Offerors are required to submit both a written technical quote and a price quote to Government officials for the purposes of assuring that the prospective Contractor is fully cognizant of the scope of this contract and has the capability to complete all Statement of Work (SOW) requirements.

QUESTIONS

If you have questions regarding this requirement, please submit your inquiries immediately via e-GOS but **no later than January 1, 2012, 5 PM Eastern Standard Time**. Questions with the Government's responses will be posted to e-GOS. Please be advised that the Government reserves the right to transmit those questions and answers of a common interest to all prospective Offerors.

SUBMISSION REQUIREMENTS

Proposals must be submitted electronically via e-GOS on or before the RFP closing date of **January 14, 2012, 5 PM Eastern Standard Time**. Your offer **MUST** cite your CIO-SP3 Contract Number in your proposal submission.

TECHNICAL PROPOSAL (Volume 1a)

Offerors shall provide a technical quote that includes the following three general areas:

- A. Management Approach and Technical Capabilities,
- B. Personnel Qualifications, and
- C. Organizational Experience

- (1) Discussion of the background, objectives, and work requirements of the statement of work as analyzed by the offeror,
- (2) Discussion of proposed methods and techniques for completing each task,
- (3) Discussion which supports how each task will be evaluated for full performance and acceptability of work from the offeror's viewpoint,

(4) Discussion of any anticipated major difficulties and problem areas, along with potential recommended approaches for their resolution, and

(5) Discussion on major logistical considerations.

The Offeror must define their management and technical approach that satisfies the requirements defined in this document. Please include a (1) staffing plan and (2) resumes for key personnel and (3) a description of your current personnel resources for this, which addresses their capabilities and experience relating to the attached Statement of Work. At a minimum, this section of the quote must include:

- Organizational Structure (Org chart and resource headcount required to support the requirement)
- Identification of roles and specify responsibilities for each role
- Definition of the primary skill set required for each role
- Description of resource planning processes and procedures to support the changing needs of the environment
- Description and definition of management methods and processes for all types of support activities
- Description of resource training, skills development and certification approach
- Description of management and status reporting approaches
- Resumes and letters of commitment are required for all proposed staff. Resumes should be limited to three pages and must include the proposed labor category for the individual.

PAST PERFORMANCE (Volume 1b)

- The Offeror shall identify three (3) contracts/task orders with the Federal Government and/or commercial customers that demonstrate recent and relevant past performance. Recent is defined as within the last three years. Relevant is defined as work similar in complexity and magnitude of the work described in this Statement of Work.

Include the following information:

- Project title
- Description of the project
- Contract number
- Contract amount
- Government Agency/Organization
- COTR's name, address, and phone number
- Contracting Officer's name, address, and phone number
- Contract and, if applicable, task order number
- Current status, e.g., completed and/or if in progress, start and estimated completion dates
- Dollar value and type of contract
- Name of company being referenced
- SOW paragraphs that the reference applies to
- Key personnel (please highlight those individuals who worked on the relevant project(s) and are also being proposed for this effort.)
- A brief narrative of why you deem the reference to be relevant to this effort

The Government may also consider information obtained through other sources. Past performance information will be utilized to determine the quality of the contractor's past performance as it relates to the probability of success of the required effort.

PRICING PROPOSAL (Volume 2)

Your cost quote shall be a **separate volume** from your technical quote. The cost quote is to be submitted as a **Firm Fixed Price** proposal.

Your price proposal should be based on your CIO-SP3 Labor Rate Schedule, utilizing any and all discounts. The Offeror must identify the labor category(s) to be utilized for this effort, a description of the skills and experience per category, and the hourly rate(s) proposed, and any other proposed associated costs, for calculating the proposed cost for this effort. Subcontractor rate information shall also be included, if applicable. List all other direct costs necessary for the performance of this task order.

Price proposals shall include the following:

- 1) An estimated price for each task (per year of effort), tasks organized into the proposed organization structure.
- 2) All other costs and the reductions or rebates offered.

ESTIMATED LEVEL OF EFFORT (optional, include if desired): The following is a level of effort estimate. This is only an estimate. Offerors are advised to carefully review the requirement in deriving the level of effort they believe necessary in providing their best value proposal. You are not bound to quote these labor categories or quantities, rather you are expected to provide your best solution citing the labor mix and quantity required to accomplish the tasks.

Labor Category	Base Period	Option 1 - (12 Months)	Option 2 - (12 Months)	Option 3 - (12 Months)	Option 4 - (12 Months)
Project Manager	2000	2000	2000	2000	2000
Web Software Developer	8000	8000	8000	8000	8000
Business Analyst	1000	1000	1000	1000	1000
Computer Systems Analyst	4000	4000	4000	4000	4000
Computer Security Specialist	2000	2000	2000	2000	2000
Communications Network Manager	6000	6000	6000	6000	6000
Help Desk Manager/Specialist	8000	8000	8000	8000	8000
Database Management/Specialist	2000	2000	2000	2000	2000
Cloud Specialist	4000	4000	4000	4000	4000

PAGE LIMITS

25 pages for the Technical Proposal (excluding Appendices and Resumes)

5 pages for Past Performance

25 Pages for Pricing Proposal

FORMATTING

Page size 8.5 by 11 inches with 1 inch margins. Paragraphs single spaced. Minimum font size/style 10 point Times New Roman font for Text, 9 point font in the Arial family for Tables, and 8 point font in the Arial family for Graphics. Tables and graphics may be landscape; all other text must be portrait.

If the offeror uses a different format (font size, margin, etc.), the government reserves the right to adjust the proposal to fit the parameters of the format as stated in the RFP, and if this results in the proposal exceeding the page limitations in any one area, the government will not consider those excess pages.

EVALUATION

Quotes will be reviewed and evaluated in accordance with the evaluation criteria identified below:

The first three technical factors: A. Management Approach and Technical Capabilities, B. Personnel Qualifications, and C. Organizational Experience are in descending order of importance / of equal importance and when combined are more important than Past Performance. Past Performance is as important as Price. Sub-factors listed under each factor are of equal importance to each other.

TECHNICAL PROPOSAL (Volume 1a)

A. Management Approach and Technical Capabilities

1. Understanding of the work, including creativity and thoroughness shown in understanding the objectives of the SOW and specific tasks, and planned execution of the project.
2. Evidence of specific methods and techniques for completing each discrete task, to include such items as quality assurance, and customer-service as detailed in the Quality Assurance Plan.
3. Ability to address anticipated potential problem areas, and creativity and feasibility of solutions to problems and future integration of new processes and technology enhancements.
4. Degree to which the offerors quote demonstrates an understanding of logistics, schedule, and any other miscellaneous issues in which the Government should be aware.
5. Quality and effectiveness of the allocation of personnel and resources.

B. Personnel Qualifications

1. The currency, quality and depth of experience of individual personnel in working on similar projects. Similar projects must convey similarity in topic, dollar value, workload, duration, and complexity.
2. Quality and depth of education and experience on other projects which may not be similar enough to include in response to B.1. (Immediately above) but may be relevant.
3. The currency, quality and depth of how the Project Director will supervise and coordinate the workforce.

C. Organizational Experience

1. Evidence that the organization has current capabilities; and for assuring performance of this requirement. Evidence of supporting subcontractors, consultants and business partners will be considered.
2. Appropriate mix and balance of education and training of team members.

PAST PERFORMANCE (Volume 1b)

D. Past Performance

1. The organizations history of successful completion of projects; history of producing high-quality reports and other deliverables; history of staying on schedule and within budget.
2. The quality of cooperation (with each other) of key individuals within your organization, and quality of cooperation and performance between your organization and its clients.
3. The organization's specific past performance on prior similar efforts specified within this SOW.

PRICE PROPOSAL (Volume 2)

E. Price/Cost

Technical Factors are more important than cost or price. Selection of the firm to perform this task order will be based on the Government's assessment of the best overall value.

PERIOD OF PERFORMANCE: The resulting award will have a Base Period beginning at the time of award and ending twelve (12) Months after award. The award will also include four (4) option periods of 12 months each, which may be unilaterally exercised by the Government.

CONTRACT AWARD

Contract award shall be made to the responsible Offeror whose offer, in conforming to this RFP, provides an overall best value to the Government, technical evaluation factors, and cost considered. The Government's objective is to obtain the highest technical quality considered necessary to achieve the project objectives, with a realistic and reasonable cost. Technical evaluation factors are more important than cost. In the event quotes are evaluated as technically equal in quality, price or cost will become a major consideration in selecting the successful Offeror.

AVAILABILITY OF FUNDS

Option periods are subject to availability of funds.

Sincerely,

NAME
TITLE